

IN THE CLAIMS:

1. (Currently amended) A method for communicating performance information, said method comprising:

configuring a plurality of probes to execute a script for performing a transaction between a client computing device and a server computing device, wherein the script comprises a plurality of transaction steps for performing the transaction, and wherein the transaction is a sequence of the plurality of transaction steps, representing an interaction between a user of a client computing device and one or more applications running on the server computing device, which together are treated as a single unit;

collecting data from the plurality of probes, including at least one local probe and at least one remote probe, wherein the collected data is data representative of a performance of the transaction steps of the script executed by the plurality of probes; and

reporting said data, wherein reporting said data comprises generating a report that comprises a plurality of transaction step entries, one entry for each transaction step of the script, having associated performance data collected from one or more of the at least one local probe or the at least one remote probe.

2. (Original) The method of Claim 1, wherein said reporting further comprises:

reporting a first subset of said data that originates from said at least one local probe;

reporting a second subset of said data that originates from said at least one remote probe; and

employing a similar reporting format for said first subset and said second subset; whereby comparison of said first subset and said second subset is facilitated.

3. (Currently amended) The method of Claim 1, wherein said reporting further comprises outputting a plurality of items chosen from two or more of:

response time data;

availability data;

probe location;

Internet service provider information;
time of script execution;
threshold values;
service level agreement violations; and
error messages.

4. (Original) The method of Claim 1:
further comprising comparing said data with at least one threshold value derived from a service level agreement; and
wherein said reporting further comprises reporting results of said comparing.
5. (Original) The method of Claim 1, further comprising providing an alert when said data indicates an error.
6. (Original) The method of Claim 5, wherein said error is a measured response time value greater than a corresponding threshold value.
7. (Original) The method of Claim 5, wherein said alert is provided via a system management computer.
8. (Original) The method of Claim 5, further comprising providing a clearing message when said error no longer is detected.
9. (Original) The method of Claim 1, wherein said reporting further comprises outputting in a special mode any measured response time value that is greater than the corresponding threshold value.
10. (Original) The method of Claim 9, wherein said outputting in a special mode further comprises outputting in a special color.
11. (Canceled)

12. (Original) The method of Claim 1, wherein said reporting further comprises outputting in a special mode an indication of an application's lack of availability.

13. (Original) The method of Claim 12, wherein said outputting in a special mode further comprises outputting in a special color.

14. (Canceled)

15. (Previously presented) The method of Claim 1, wherein said reporting further comprises reporting results of each execution of the script by said plurality of probes.

16. (Currently amended) A method for communicating performance information, said method comprising:

configuring at least one probe to execute a script for performing a transaction between a client computing device and a server computing device, wherein the script comprises a plurality of transaction steps for performing the transaction, and wherein the transaction is a sequence of the plurality of transaction steps, representing an interaction between a user of a client computing device and one or more applications running on the server computing device, which together are treated as a single unit;

receiving data from the at least one probe, wherein the collected data is data representative of a performance of the transaction steps of the script executed by the at least one probe;

comparing said data with at least one threshold value derived from a service level agreement; and

reporting results of said comparing, wherein the reported results comprise a plurality of transaction step entries, one entry for each transaction step of the script, having associated performance data collected from the at least one probe.

17. (Original) The method of Claim 16, further comprising:

performing said receiving, said comparing, and said reporting, for a plurality of probes, including at least one local probe and at least one remote probe.

18. (Original) The method of Claim 17, wherein said reporting further comprises:
reporting a first subset of said data that originates from said at least one local probe;
reporting a second subset of said data that originates from said at least one remote probe; and
employing a similar reporting format for said first subset and said second subset; whereby comparison of said first subset and said second subset is facilitated.
19. (Original) The method of Claim 16, further comprising providing an alert when said data indicates an error.
20. (Original) The method of Claim 19, wherein said error is a measured response time value greater than the corresponding threshold value.
21. (Original) The method of Claim 19, wherein said alert is provided via a system management computer.
22. (Original) The method of Claim 19, further comprising providing a clearing message when said error no longer is detected.
23. (Original) The method of Claim 16, wherein said reporting further comprises outputting in a special mode any measured response time value that is greater than the corresponding threshold value.
24. (Original) The method of Claim 23, wherein said outputting in a special mode further comprises outputting in a special color.
25. (Canceled)

26. (Currently amended) A method for communicating performance information, said method comprising:

configuring a plurality of probes to execute a script for performing a transaction between a client computing device and a server computing device, wherein the script comprises a plurality of transaction steps for performing the transaction, and wherein the transaction is a sequence of the plurality of transaction steps, representing an interaction between a user of a client computing device and one or more applications running on the server computing device, which together are treated as a single unit;

receiving data from at least one probe, wherein the received data is data representative of a performance of the transaction steps of the script executed by the plurality of probes;

comparing said received data with at least one threshold value derived from a service level agreement;

reporting said received data, wherein reporting said received data comprises generating a report that comprises a plurality of transaction step entries, one entry for each transaction step of the script, having associated performance data collected from one or more of the at least one local probe or the at least one remote probe; and

outputting in a special mode any measured response time value that is greater than the corresponding threshold value.

27. (Original) The method of Claim 26, wherein said outputting in a special mode further comprises outputting in a special color.

28. (Canceled)

29. (Original) The method of Claim 26, further comprising:

performing said receiving, said comparing, and said outputting, for a plurality of probes, including at least one local probe and at least one remote probe.

30. (Currently amended) A system for communicating performance information, said system comprising:

means for configuring a plurality of probes probe computers configured to execute a script for performing a transaction between a client computing device and a server computing device, wherein the script comprises a plurality of transaction steps for performing the transaction, and wherein the transaction is a sequence of the plurality of transaction steps, representing an interaction between a user of a client computing device and one or more applications running on the server computing device, which together are treated as a single unit;

means for collecting one or more database storage devices that collect data from the plurality of probes, including at least one local probe and at least one remote probe, wherein the collected data is data representative of a performance of the transaction steps of the script executed by the plurality of probes; and

means for reporting a report generator that reports said data, wherein reporting said data comprises generating a report that comprises a plurality of transaction step entries, one entry for each transaction step of the script, having associated performance data collected from one or more of the at least one local probe or the at least one remote probe.

31. (Currently amended) The system of Claim 30, wherein said means for reporting further comprises the report generator:

means for reporting reports a first subset of said data that originates from said at least one local probe; and

means for reporting reports a second subset of said data that originates from said at least one remote probe; and

means for employing wherein a similar reporting format is employed for said first subset and said second subset[[;]] whereby comparison of said first subset and said second subset is facilitated.

32. (Currently amended) The system of Claim 30, wherein said means for reporting further comprises means for outputting the report generator outputs a plurality of items chosen from two or more of:

response time data;

availability data;
probe location;
Internet service provider information;
time of script execution;
threshold values;
service level agreement violations; and
error messages.

33. (Currently amended) The system of Claim 30[[:]]
~~further comprising means for comparing, wherein the report generator compares~~
said data with at least one threshold value derived from a service level agreement[[:]]; and
~~wherein said means for reporting further comprises means for reporting reports~~ results of
said comparing.
34. (Currently amended) The system of Claim 30, ~~further comprising means for providing~~ wherein the report generator provides an alert when said data indicates an error.
35. (Original) The system of Claim 34, wherein said error is a measured response time value greater than a corresponding threshold value.
36. (Original) The system of Claim 34, wherein said alert is provided via a system management computer.
37. (Currently amended) The system of Claim 34, ~~further comprising means for providing~~ wherein the probes provide a clearing message when said error no longer is detected.
38. (Currently amended) The system of Claim 30, wherein ~~said means for reporting further comprises means for outputting the report generator outputs~~, in a special mode, any measured response time value that is greater than the corresponding threshold value.

39. (Currently amended) The system of Claim 38, wherein ~~said means for outputting the report generator outputs~~ in a special mode ~~further comprises means for by~~ outputting in a special color.

40. (Canceled)

41. (Currently amended) The system of Claim 30, wherein ~~said reporting further comprises means for outputting the report generator outputs~~ in a special mode an indication of an application's lack of availability.

42. (Currently amended) The system of Claim 41, wherein ~~said means for outputting the report generator outputs~~ in a special mode ~~further comprises means for by~~ outputting in a special color.

43. (Canceled)

44. (Currently amended) The system of Claim 30, wherein ~~said means for reporting further comprises means for reporting the report generator reports~~ results of each execution of the script by said plurality of probes.

45. (Currently amended) A computer usable medium having computer executable instructions for communicating performance information, said computer executable instructions comprising A computer program product for communicating performance information, the computer program product comprising:

a computer readable storage medium;

means for configuring first program instructions to configure a plurality of probes to execute a script for performing a transaction between a client computing device and a server computing device, wherein the script comprises a plurality of transaction steps for performing the transaction, and wherein the transaction is a sequence of the plurality of transaction steps, representing an interaction between a user of a client computing device

and one or more applications running on the server computing device, which together are treated as a single unit;

means for collecting second program instructions to collect data from the plurality of probes, including at least one local probe and at least one remote probe, wherein the collected data is data representative of a performance of the transaction steps of the script executed by the plurality of probes; and

means for reporting third program instructions to report said data, wherein reporting said data comprises generating a report that comprises a plurality of transaction step entries, one entry for each transaction step of the script, having associated performance data collected from one or more of the at least one local probe or the at least one remote probe, wherein the first, second, and third program instructions are stored on the computer readable storage medium.

46. (Currently amended) The computer usable medium computer program product of Claim 45, wherein said means for reporting further comprises further comprising:

means for reporting fourth program instructions to report a first subset of said data that originates from said at least one local probe; and

means for reporting fifth program instructions to report a second subset of said data that originates from said at least one remote probe; and

means for employing, wherein a similar reporting format is employed for said first subset and said second subset[;]] whereby comparison of said first subset and said second subset is facilitated, and wherein the fourth and fifth program instructions are stored on the computer readable storage medium.

47. (Currently amended) The computer usable medium computer program product of Claim 45, wherein said means for reporting further comprises means for outputting further comprising fourth program instructions to output a plurality of items chosen from:

response time data;

availability data;

probe location;

Internet service provider information;

time of script execution;
threshold values;
service level agreement violations; and
error messages, wherein the fourth program instructions are stored on the computer readable storage medium.

48. (Currently amended) The computer-readable medium computer program product of Claim 45+, further comprising means for comparing:

fourth program instructions to compare said data with at least one threshold value derived from a service level agreement[[;]] and wherein said means for reporting further comprises means for reporting fifth program instructions to report results of said comparing, wherein the fourth and fifth program instructions are stored on the computer readable storage medium.

49. (Currently amended) The computer-readable medium computer program product of Claim 45, further comprising means for providing further comprising fourth program instructions to provide an alert when said data indicates an error, wherein the fourth program instructions are stored on the computer readable storage medium.

50. (Currently amended) The computer-readable medium computer program product of Claim 49, wherein said error is a measured response time value greater than a corresponding threshold value.

51. (Currently amended) The computer-readable medium computer program product of Claim 49, wherein said alert is provided via a system management computer.

52. (Currently amended) The computer-readable medium computer program product of Claim 49, further comprising means for providing fifth program instructions to provide a clearing message when said error no longer is detected, wherein the fifth program instructions are stored on the computer readable storage medium.

53. (Currently amended) The computer usable medium computer program product of Claim 45, wherein said means for reporting further comprises means for outputting further comprising fourth program instructions to output in a special mode any measured response time value that is greater than the corresponding threshold value, wherein the fourth program instructions are stored on the computer readable storage medium.

54. (Currently amended) The computer usable medium computer program product of Claim 53, wherein said means for outputting further comprising fifth program instructions to output in a special mode further comprises means for by outputting in a special color, wherein the fifth program instructions are stored on the computer readable storage medium.

55. (Canceled)

56. (Currently amended) The computer usable medium computer program product of Claim 45, wherein said reporting further comprises means for outputting further comprising fourth program instructions to output in a special mode an indication of an application's lack of availability, wherein the fourth program instructions are stored on the computer readable storage medium.

57. (Currently amended) The computer usable medium computer program product of Claim 56, wherein said means for outputting further comprising fifth program instructions to output in a special mode further comprises means for by outputting in a special color, wherein the fifth program instructions are stored on the computer readable storage medium.

58. (Canceled)

59. (Currently amended) The computer usable medium computer program product of Claim 45, wherein said means for reporting further comprises means for reporting further comprising fourth program instructions to report results of each execution of the script by

said plurality of probes, wherein the fourth program instructions are stored on the computer readable storage medium.

60. (Previously presented) The method of claim 15, further comprising:
outputting the report to a user, wherein the output of the report comprises a table having at least one row for each execution of the script and columns ordered according to an order of transaction steps in the script.
61. (Previously presented) The method of claim 16, further comprising:
outputting the reported results to a user, wherein the output of the report comprises a table having at least one row for each execution of the script and columns ordered according to an order of transaction steps in the script.
62. (Previously presented) The method of claim 26, further comprising:
outputting the report to a user, wherein the output of the report comprises a table having at least one row for each execution of the script and columns ordered according to an order of transaction steps in the script.
63. (Previously presented) The system of claim 44, further comprising:
means for outputting the report to a user, wherein the output of the report comprises a table having at least one row for each execution of the script and columns ordered according to an order of transaction steps in the script.
64. (Currently amended) The ~~computer usable medium~~ computer program product of claim 59, further comprising: ~~outputting fifth program instructions to output~~ the report to a user, wherein the output of the report comprises a table having at least one row for each execution of the script and columns ordered according to an order of transaction steps in the script, and wherein the fifth program instructions are stored on the computer readable storage medium.